

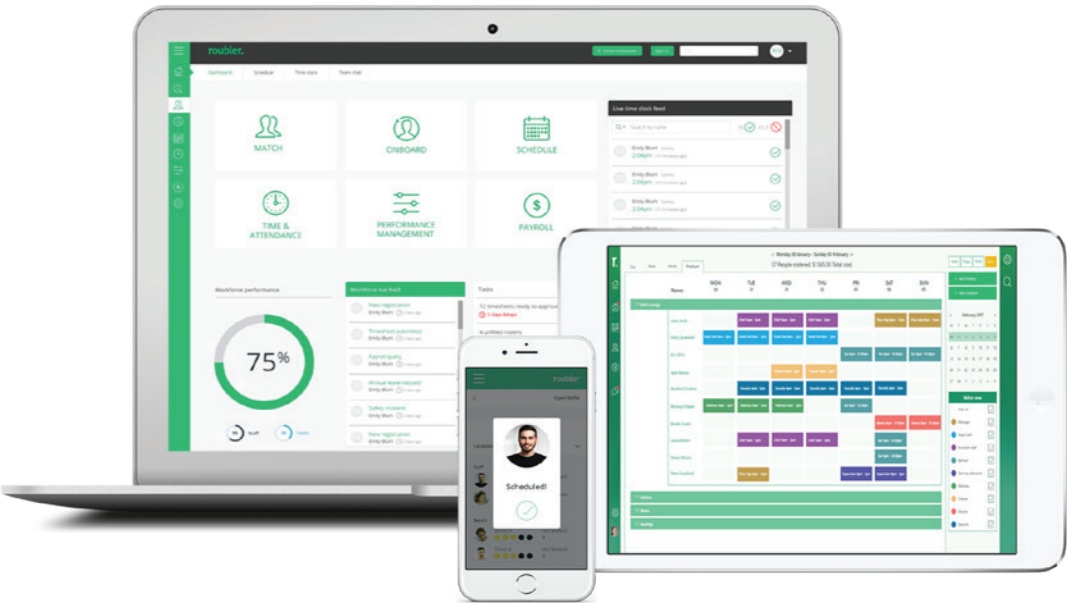


# The Best HR Software for Every Generation



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# The Generation Dilemma

The rise of good healthcare and working conditions had led to an interesting quandary. In any given workforce, there could be up to five different generations working together side by side.

There are the Traditionalists born before 1945, Baby Boomers, Generation X, Millennials, and the new “iGen,” born 1996 and after. iGen, or Generation Z, is just joining the workforce now. The first of that generation turns 21 in 2017.

Not only are people living longer, it also might not be financially viable for them to retire when they choose. What’s more, many feel their career is part of their identity, and don’t want to leave it behind.

As of 2014 in Australia, 11.6 million people were employed. 1% of these were Traditionalists, while 27% were Baby Boomers. This is only slightly less than the 37% of millennials in employment. According to a study by EY, millennials in Australia will make up three-quarters of the workforce by 2025. This leads to interesting dynamics. In today’s workforce, there is sometimes as much as a half-century age gap between employees.

Sometimes, younger workers could be in charge of older ones, or older workers could be put in charge of software they weren’t raised with. Millennials and iGen have a distinct advantage in this climate, having never known a time before technology, and in some cases, the Internet.

This generation was raised with phones that fit in their pocket, not their car, and know floppy discs only as the ‘save’ logo on a Word document. With such vast differences in age and life experiences in a workforce, the only thing certain is change.

Through the ages, youth have always been the fountain of new ideas and ways of doing things. For businesses in a growing digital age, stagnation is dangerous. But with an old workforce merging with new, how can businesses adapt HR solutions in a way everyone can manage?

In the EBook, we present seven tips for integrating HR tech successfully into a multi-generational workforce.

## 1. Do your research on providers.

HR and platforms don’t work the same way as the old filing systems of pen and paper. If you used a different colour of paper, while people might think you strange, it would end up in the same file, accessible from the same place.

HR platforms are different. Having multiple applications makes synthesizing information difficult and inefficient. It’s important not only that the provider you choose works across all levels of HR, but also that it works for your employees and you.

### - Single-source and single-application

HR technologies have the potential to scare away employees if they don’t know how to use them. You should be well versed on what you’re signing up for. There are different types of software you could be buying that do very similar things.

### Partnership providers

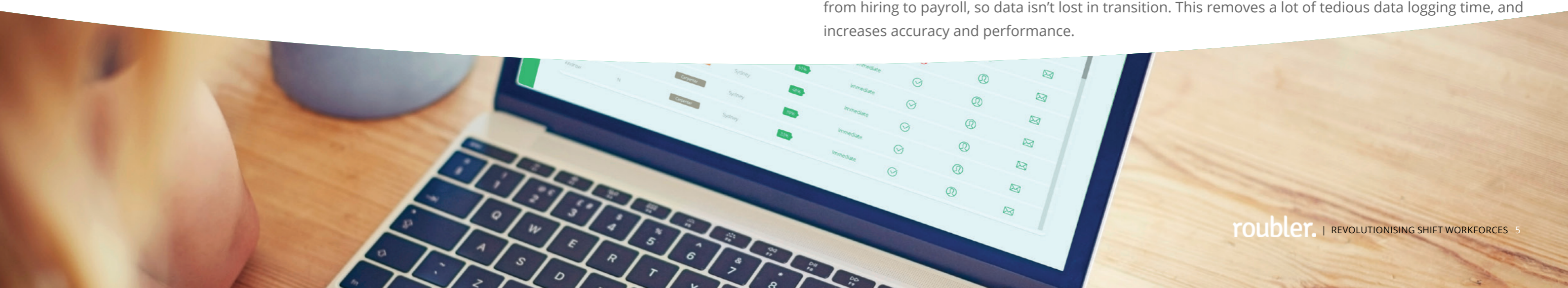
Partnership providers don’t provide a full service on their own. They link up with other providers in order to give you everything you need. Their issue is there is no one IT base to go to with problems, and syncing doesn’t always happen perfectly.

### Acquisition providers

Acquisition providers may have all the software, but they have acquired it from other vendors. By buying rather than developing the programs, you may find the applications don’t run well together, as they weren’t built to be cohesive.

### Single-application providers

Single-application providers have less of these issues, as they all fall under the same IT support, and all programs were developed to work together. Companies like Roubler integrate each part of the system, from hiring to payroll, so data isn’t lost in transition. This removes a lot of tedious data logging time, and increases accuracy and performance.



## 2. Go with your brand

A large part of how your company fares may stem from how others perceive it. Employers often struggle under the weight of job applications, but lack the talented individuals they're searching for. Look for technology that makes branding and recruiting a straightforward process.

### - Getting the job should be the challenge – not applying

Advertise your job on multiple platforms. Social media is not just for posting photos of last weekend's sunrise mountain hike. Post your available positions. Make them easily viewable. Message boards, your website, universities – there is a plethora of places to advertise your job and your brand. Because when they're seeing the job, they're also seeing your company.

Make the online application process easy. If an applicant wants to save their information and come back to it, add something, or apply for multiple jobs, they should be able to do it with ease.

### - Be efficient but fair

With so many applicants, it can be hard to narrow down. Certain software keeps track of every application so you never lose them, but helps cut out unlikely applicants. These systems can prioritize the best options, schedule interviews, and even send out offers. Knockout questions are also useful in removing unqualified people.

## 3. Make onboarding easy and interesting

Employee retention doesn't start when they're entrenched in your company after three months. With advertising and interviewing, employees already represent a significant investment by the time they accept your offer. Keep them interested from the get go.

### - Make it snappy

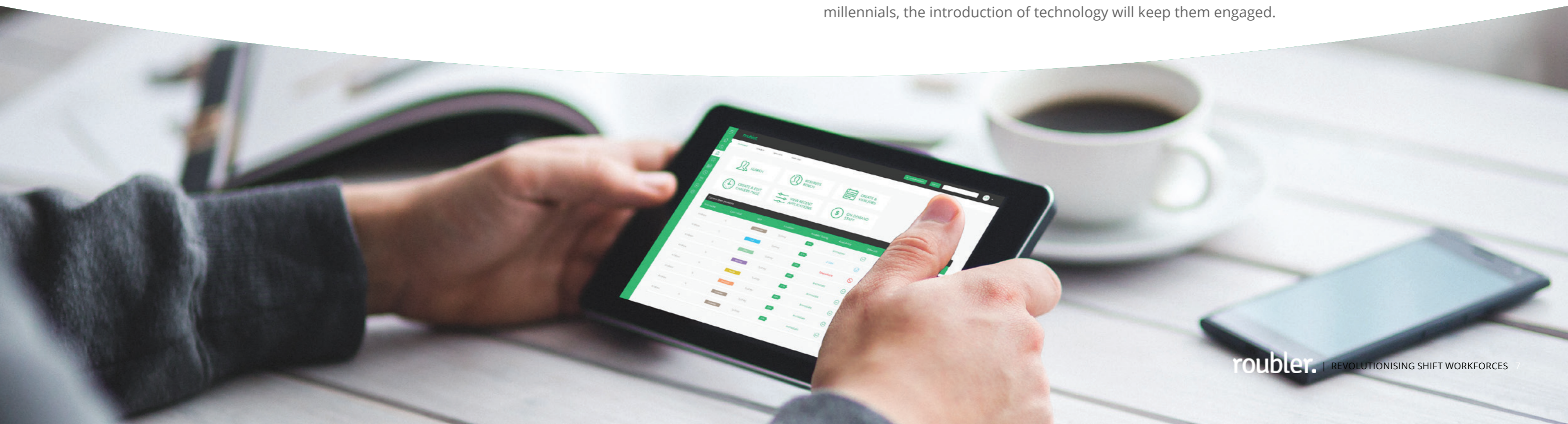
Employers are slow off the start mark between offering a job and getting an employee started. That's time to overthink, or be snatched away by another company. In the meantime, your second choice will also have moved on. Start quick.

### - Preboard

Let your employees get a feel for the company. Give them log in details and allow them to poke around in a bit in the employee HR software, so they know how it works. Post videos about company culture and rules. An Aberdeen study found that high-performing companies are 35% more likely to start an employee's onboarding process before the first day.

### - Postboard

Just because all the forms are filled in, doesn't mean onboarding is done and dusted. Incorporating goals and development into an employee's continued time with you over HR software will keep you both on track to succeed. Despite the technology, for Baby Boomers it is the same as having a written plan. For millennials, the introduction of technology will keep them engaged.



## 4. HR Tech should be relevant and engaging

The 21st century is the age of the smartphone. Few would willingly go without their trusty iPhone or Samsung in their pocket. Having HR tech available from wherever employees are is an important move to stay relevant.

### - Communication is key

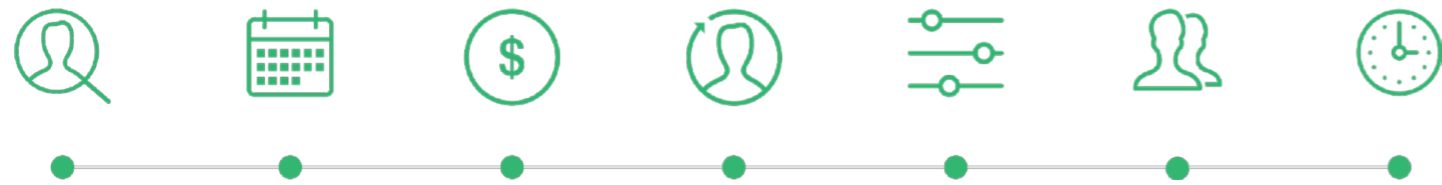
While the slogan sounds like something out of an 80's help book, communication in a technology driven world is more important than ever. With technology, an app can connect employees to a video of the CEO highlighting their successes, or send out alerts when someone achieves above and beyond. Feeling valued in a company where screens are the primary form of communication is still possible. It just requires a bit of thought.

### - Feedback

The easiest way to know if something is working is to ask. In this way, HR technology can make things significantly easier. Any generation knows the struggle of speaking up when something isn't going so well. But surveys and feedback forms, anonymous or not, allow employees to vocalise concerns in a way that allows space.

### - Learning

HR apps these days work almost in a game-like fashion, allowing employees to track their training qualifications and achievements. This is a very visual way of seeing their career mobility. It's important to provide opportunities for training and education, something that can often be achieved through a HR app itself.



## 5. Is it easy?

Employees are most concerned with simplicity in using their software, according to a survey by HR.com. Don't adopt software simply because it's flashy. Introducing employees, especially those not as used to technology, to new software, can be difficult. Many will put it in the 'too hard' basket if it seems too daunting.

Ask some questions about the software:

- How accessible is it? Can it be used from all types of phones and computers?
- How much training does it need?
- Does the one login access everything the employee needs, or will they need multiple logins to get to all data?

### - Executives

For people higher up in the business who have to make quick decisions, how simple is it to get to the data they need in a timely fashion? Can data like overtime and turnover be monitored from some kind of dashboard?

### - Managers

In one simple question, is it easy to manage employees through the software? If you're looking for other places to do payroll for example, then it's not as straightforward as it needs to be.

### - HR employees

Will the app/software save time? With integration, there should be tracking and reporting available on demand, saving time in messy paperwork filling.

## 6. Pay attention

If you're spending all the time and energy caring about your employee reaction to your software, you need to research providers heavily. Here are some questions you might like to ask of potential vendors.

- How are you funded?
- Do you have a history of high profits?
- Do you participate in audits?
- Are you ISO 27001-certified?
- Has your software always been in the cloud? If not when did you switch?
- Can you provide evidence of security for data storage?
- What is your plan for the future of the business?
- How will you protect our data?

Having strong, decisive answers to these questions could be an indication you have the right provider.

## 7. Be aligned with your goals

You want a HR provider that is ready from the get-go. When you go all-in, your vendor should be able to accommodate the transition across every section of your company.

### - Installation

Does the company implement themselves or do they outsource?

Does the salesperson know what they're talking about?

Will they be able to put your pre-existing data into the system?

Are there resources for training your staff?

Are the resources available online or in person, or would staff have to travel?

Does training cost extra?

### - Ongoing support

The transition will not be without some bumps or roadblocks. If these occur, are you able to get quality customer service from your vendor even after implementation?

### - Room to grow

Your needs as a business will not remain the same. Consider how your HR technology will be able to grow and change as you do.

Does the vendor help in figuring out which parts of the software are most relevant to you?

Do they offer support in getting the most out of your software?

How often does the software improve?

These are all things to consider when building an HR platform across generations and across your workforce. While each generation offers a unique set of challenges, by providing easy to use software, doing your research, and listening to employees, you will be on the path to success.

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